

Vista's travel guide for Leicester and Leicestershire

Welcome to Vista's travel guide

The purpose of this guide is to assist those with sight loss to make trips by bus, community transport, train and taxi, locally and across the UK and raise awareness of the travel options available. This has been produced with funding received from the Department for Transport.

If you need any assistance with accessing **online information** or require an alternative format, please contact Vista on **0116 249 8839**. This document is produced in multiple formats by Vista.

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1. Planning your journey

Traveline

You can use **Traveline's online journey planner** to plan your route. This will show you routes and times for your travel.

Visit **www.traveline.info** to get planning.

Traveline also have a telephone and text service which you can use if you require support when planning your journey.

Telephone service: 0871 200 22 33

Calls cost 12 pence per minute from landlines and mobiles.

Text service: 84268

Your mobile operator may charge you for your text.

Traveline will charge you for the text that they send back.

Choose How You Move

Plan your journey by using the online Choose How You Move journey planner. This tool will show you routes

and times for your travel. This includes travel by bus, train, taxi, car, walking and cycling.

Visit www.choosehowyoumove.co.uk/journeyplanner to get planning.

Moovit

You can plan your journey using the Moovit app. This also provides taxi options. Search Moovit: Bus and Rail Timetables in the Apple App Store or Google Play Store.

Google Maps

Google also has a journey planner.

Visit www.google.co.uk/maps

2. Overview of networks

There are different travel networks available for you to view when choosing your mode of transport.

3. Paying for travel

If you need to pay for your bus and train travel, you can pay cash when you travel or make payment online or often via the transport providers app. Check with the operator beforehand whether they accept cash. For coach travel, bookings need to be made and paid for in advance. For taxis, payment arrangements vary.

Please check with the operator.

Personal Independence Payment (PIP)

You may qualify for assistance with your travel costs through Personal Independence Payments (PIP).

Visit <https://www.gov.uk/pip> for more information.

Bus passes and concessionary travel

The English National Concessionary Travel Scheme is administered locally by Leicestershire County Council

for residents of the county and Leicester City Council for residents of the city.

What is concessionary travel?

Concessionary travel passes can be used by blind or sight impaired persons for free or reduced rates of travel on local bus services in Leicester, Leicestershire and throughout England.

Proof of eligibility

- Certificate of Visual Impairment (CVI) form completed by an ophthalmologist or Form BD8
- Evidence from an eye specialist on official paper that the applicant is registered or is registerable as blind or partially sighted

Resident of Leicester City

You may choose either a bus pass or to receive an annual payment of £22 by bank payment.

You can use your pass at off-peak times for free travel:

Monday to Friday: 09:30 – 23:00

Weekends: All day

Bank Holidays

You are also entitled to free bus travel after 09:30 Monday to Friday, provided your journey begins in Leicester. The pass can also be used at all times on Leicester Park and Ride services. Passes are valid for free train travel at all times on train journeys between Leicester and stations in Leicestershire, and between Leicester and Derby, Nottingham, Grantham, Peterborough, Kettering and Nuneaton.

To request a postal application form, contact Leicester City Council via:

Email: bus-pass@leicester.gov.uk

Telephone: 0116 454 1000

You will then need to complete the application form, ensuring you provide copies of any support evidence and return to:

**Disabled Person's Travel Scheme
Leicester City Council
York House
91 Granby Street
Leicester
LE1 6FB**

You can also apply online at:

<https://www.leicester.gov.uk/transport-and-streets/travellingby-bus/passes-and-concessionary-fares/concessionarytravel-for-disabled-people/>

Resident of Leicestershire

You can use your pass at off-peak times for free travel:

Monday to Friday: 09:30 – 23:00

Weekends: All day

Bank Holidays

To request a postal application form, contact

Leicestershire County Council on calling **0116 305 0002**.

You will then need to complete the application form, ensuring you provide copies of any support evidence and return to:

**Disabled Person's Travel Scheme
County Hall
Glenfield
Leicester
LE3 8ST**

You can apply online at:

<https://www.leicestershire.gov.uk/roads-and->

travel/buses-and-public-transport/apply-for-disabled-persons-bus-pass

Bus fares and tickets

If you do not qualify for a free bus pass, then there are a range of different bus tickets available.

FLEXI Bus Tickets

These give unlimited travel on any bus service in Leicester run by these companies:

- Arriva
- Centrebus
- First
- Kinchbus
- Stagecoach
- Vectare

Check with the operator of your service to see where the Flexi ticket can be used.

You can buy daily and weekly tickets on board from any operator. All operators accept contactless payments for your safety and security.

Ticket Prices:

Daily: £5.00

Weekly: £19.50

3 days in 7: £14.00

4 Weekly: £63.50

Yearly: £627.00

Other multi-journey saver tickets

All commercial bus operators in Leicester and Leicestershire offer a range of multi-journey saver tickets. Please ask the bus driver or visit the operator's website.

Disabled Person's Railcard

A Disabled Person's Railcard is for people with a disability that makes travelling by train difficult. Purchase of this railcard will provide you with 1/3 off train travel.

Railcard prices

- 1-year Railcard - £20
- 3-year Railcard - £54

To find out more information and to purchase your railcard, visit:

www.disabledpersons-railcard.co.uk or call 0345 605 0525.

Leicester residents that qualify for a Disabled Person's pass are entitled to both free bus travel and local rail travel (conditions apply). Leicestershire residents are only entitled to free bus travel (conditions apply).

4. Transport options

Travelling by bus and coach

Bus service providers

There are a range of different bus service providers within Leicester and Leicestershire. All buses have low level access.

The main service providers are:

Arriva

Website: www.arrivabus.co.uk/midlands/bus-travel-in-leicester

Telephone: 0344 800 44 11

App: Search Arriva UK Bus in the Apple App Store or Google Play Store. With the Arriva UK Bus app you can buy tickets, track live buses and stay up to date with service announcements.

Twitter (service updates):

www.twitter.com/arrivamidlandsE

Facebook (service updates):

www.facebook.com/arrivamidlandseast

Centrebus

Website: www.centrebus.info

Telephone: 0844 351 1120

App: Search Centrebus in the Apple App Store or Google Play Store. With the Centrebus app you can buy tickets, track live buses and stay up to date with service announcements.

Twitter (service updates):

www.twitter.com/centrebuslive

Facebook (service updates):

www.facebook.com/centrebus/

Hospital Hopper

The Hospital Hopper service connects Leicester's Hospitals: Leicester General Hospital, Leicester Royal Infirmary and Glenfield Hospital operating **7 days a week**.

The service runs every **30 minutes Monday to Friday**, with an hourly service on Saturday and hourly peak only service on Sundays and Bank Holidays.

This service includes next stop audio announcements.

First bus

Website: www.firstbus.co.uk/leicester

Telephone: 0345 646 0707

App: Search First Bus in the Apple App Store or Google Play Store. With the First Bus App you can buy tickets, check arrival times and stay up to date with service announcements. You can also view how many empty seats there are, to help you plan your journey.

Twitter (service updates):

www.twitter.com/FirstLeicester

Facebook (service updates):

www.facebook.com/firstleicesterbuses

Journey planning support: please call or text

Traveline via the details below:

Traveline Telephone service:

0871 200 22 33

Calls cost 12 pence per minute from landlines and mobiles.

Traveline Text service: 84268

Charges may apply.

Kinchbus

Website: www.kinchbus.co.uk

Telephone: 01509 815637

Twitter (service updates): www.twitter.com/kinchbus

Facebook (service updates):

www.facebook.com/kinchbus

Stagecoach

Website: www.stagecoachbus.com/about/midlands

Telephone: 0345 241 8000

App: Search Stagecoach in the Apple App Store or Google Play Store. With the Stagecoach app you can buy tickets, check arrival times and stay up to date with service announcements.

You can also view how many empty seats there are, to help you plan your journey.

Twitter (service updates):

www.twitter.com/Stagecoachmids

Facebook (service updates): www.facebook.com/StagecoachBus

Stagecoach operate services **48L** (Leicester - Hinckley - Coventry)

Vectare

Website: www.vectare.co.uk

Telephone: 0115 777 3035

Twitter (service updates):

<https://twitter.com/VectareEastMids>

Vectare operate NovusDirect linking New Lubbesthorpe – Thorpe Astley – Leicester City Centre – Leicester Royal Infirmary. Vectare also operate NovusFlex, a demand responsive transport service serving New Lubbesthorpe, Fosse Park, Narborough, Braunstone, Leicester City Centre and Leicester Royal Infirmary.

Bus stations and bus stops

The majority of bus services in Leicester start or finish at **St. Margaret's Bus Station** and **Haymarket Bus Station** in Leicester City Centre.

St. Margaret's Bus Station

Gravel Street, Leicester, LE1 3AG (adjacent A594 Burleys Way – Leicester inner ring road)

Opening times

Monday to Saturday: 05:30 – 23:30

Sunday: 07:00 – 23:30

Accessibility

- Level access throughout
- Braille stand identifiers
- Hearing loops at the information desk
- Tap detectable furniture
- Non-key controlled disabled toilet
- Staff key controlled Changing Places Facility
- Indoor tactile colour contrast guidance paving in waiting areas

Facilities

- Cafeteria
- Newspaper shop
- Waiting room
- Photo booth
- Toilets (including disabled and baby changing facilities)
- Free ATM
- Telephones

This bus station has a taxi rank.

Haymarket Bus Station

37 Belgrave Gate, Leicester, LE1 3HP (at junction of Belgrave Gate and Charles Street)

Travel advice should be sought in person at the information desk, online or by telephone with the bus operators directly.

Opening times

Monday to Friday: 05:00 – 23:45

Saturday: 06:00 – 23:45

Sunday: 09:00 – 23:45

Accessibility

- Level access throughout
- Raised lettering / braille stand identifiers
- Hearing loops at the information desk
- Tap detectable furniture
- Radar Key Controlled disabled toilet
- Staff key controlled Changing Places Facility
- Indoor colour contrast guidance strip

Please note exterior paving guidance strip at Charles Street / Haymarket Shopping Centre leads between two sets of double automatic doors, not through either.

Facilities

- Information desk
- Kiosk
- Shopmobility
- Toilets (including disabled, changing places and baby changing facilities)
- Timetables (available at information desk)
- Free ATM (on Belgrave Gate)

This bus station does not have a taxi rank. A booked taxi is recommended if required.

Talking bus stops

New bus stops with audio are being installed at a number of key bus stops across Leicestershire. These include **Hinckley Train Station, Market Hall (Market Harborough), Paddock Street (Wigston Magna), Windsor Street and St Mary's Way (Melton Mowbray) and Central Road (Coalville)**. Also, more Leicester and Leicestershire buses are being fitted with 'next stop announcements' to help assist in identifying your stop on a journey.

Bus service updates

For live service updates, please visit the service provider's website, social media or call them using the contact details provided.

Coach Service Providers

National Express

Offering coach travel across the country from Leicester and Loughborough.

Website: www.nationalexpress.com/en

Telephone: 03717 818181

App: Search National Express Coach on the Apple App Store or Google Play Store. You can search for journeys, book tickets and track your coach in real time.

Twitter (service updates):

<https://twitter.com/nationalexpress>

Facebook (service updates):

www.facebook.com/NationalExpress

Direct journeys from Leicester include:

- Birmingham
- Chesterfield
- Coventry
- Derby
- Edinburgh
- Glasgow
- Leeds
- London
- Loughborough
- Milton Keynes
- Newcastle upon Tyne
- Northampton
- Nottingham
- Sheffield

Direct journeys from Loughborough include:

- Derby
- London

Assisted Travel

National Express offer an assisted travel service. This service includes assistance with getting on and off the coach, luggage handling, coach transfers, and more. To request this service, call **03717 818181**.

Megabus

Offering coach travel from Leicester and Loughborough to a number of destinations.

Website: www.uk.megabus.com

Email: enquiries@megabus.com

Twitter (service updates):

www.twitter.com/megabusUK

Facebook (service updates):

www.facebook.com/megabusUK

For enquiries and timetable information, call: **0141 352 4444**

To book tickets, call: **0900 1600 900**

Flixbus

Offering coach travel from Leicester to a number of destinations.

Website: www.flixbus.co.uk

App: Search FlixBus on the Apple App Store or Google Play Store. You can search for journeys, book tickets and track your bus in real time.

Twitter (service updates): www.twitter.com/FlixBus

Facebook (service updates):

www.facebook.com/flixbus

Flixbus tickets can only be booked online. Flixbus offer free tickets for companion service animals or accompanied person. After a ticket is booked, the accompanying person or passenger can call Flixbus to request the free ticket.

Overview of bus and coach networks

Available area guides

- Leicester City Centre
- Leicestershire Network Map
- Greater Leicester
- Ashby-de-la-Zouch
- Blaby
- Coalville

- Fosse Park
- Hinckley
- Leicester's Hospitals
- Loughborough
- Lutterworth
- Market Harborough
- Measham
- Melton Mowbray
- Oadby
- Syston
- Wigston

Printed copies of maps are available by calling **0116 305 0002** or emailing **choosehowyoumove@leics.gov.uk**

To view bus network maps for Leicester and Leicestershire, visit:

www.choosehowyoumove.co.uk/area-guides/

To view network of coach services from Leicester and Leicestershire, go to the individual operators:

National Express:

<https://routemap.nationalexpress.com/view/900044035>

Megabus:

<https://uk.megabus.com/globalassets/networkmap/uk-0921-003-network-map-october-final-web.pdf>

Flixbus: www.flixbus.co.uk/bus-routes

Travelling by community transport

Community transport providers

Community transport is a passenger transport service owned and operated by local community groups. There are a range of community transport options available for the following locations:

Blaby, Oadby and Wigston Community Action Partnership - 0116 288 7482

Braunstone Town Community minibus - 0116 282 6288

Castle Donington Volunteer Centre - 01332 850 526

Hinckley and Bosworth Community Transport - 01455 250 462

John Storer Charnwood Community Transport - 01509 631 750

Leicester City Dial a ride (Area 1) - 0116 454 0902

Picks up from: Abbey Lane area, Beaumont Leys, Mowmacre Hill, Stocking Farm.

Drops off at: Leicester City Centre, Beaumont Shopping Centre, and Fosse Park

Leicester City Dial a ride (Area 2) - 0116 454 0902

Picks up from: Belgrave, Humberstone, Netherhall, Rushey Mead, Scraptoft, Thurmaston, Thurnby and Thurnby Lodge. Please note that Scraptoft, Thurmaston and Thurnby service are for City Council residents only.
Drops off at: Leicester City Centre, Tesco, Hamilton and Asda, Thurmaston

Leicester City Dial a ride (Area 3) - 0116 454 0902

Picks up from: Evington, Goodwood, Crown Hills, Highfields, North Evington, Spinney Hill and Stoneygate.
Drops off at: Leicester City Centre and Tesco Hamilton

Leicester City Dial a ride (Area 4) - 0116 454 0902

Picks up from: Aylestone, Eyres Monsell, Clarendon Park, Knighton, Glen Parva and Wigston.

Please note that Glen Parva and Wigston service are for City Council residents only.

Drops off at: Leicester City Centre, Beaumont Shopping Centre, and Fosse Park

Leicester City Dial a ride (Area 5) -

0116 454 0902

Picks up from: Braunstone, New Parks, Leicester Forest East, Rowley Fields, and West End area. Please note that the Braunstone service is for City Council residents only.

Drops off at: Leicester City Centre, Beaumont Shopping Centre, and Fosse Park

Lutterworth Community Transport - 01455 555 571

Melton Mowbray Community Transport - 01664 482 903

Shepshed Special Community Bus - 01509 650 531

Shepshed Volunteer Centre -

01509 508 040

System and Direct Volunteer Centre - 0116 260 7888

The Commbus Project - 0116 286 6116

Commbus covers most of Blaby District. Commbus provides a subsidised dial-a-ride service every weekday to local shopping centres for people with limited mobility.

Voluntary Action South Leicestershire - 01858 468 499

Demand responsive transport

There are different forms of demand responsive transport (DRT) in Leicester and Leicestershire. In all cases, you need to book your journey in advance. The

services will either operate across a local area or offer a service from a village(s) to a local town, that run when requested. Some DRT services operate most days, others are less frequent. For some you pay the driver when you travel and for other services, you need to pay in advance when you book your journey. Prior to travel, check arrangements with the operator.

Payment:

Passengers pay a set fare in cash to the driver for the DRT services listed below (apart from FoxConnect and NovusFlex).

DRT services in Leicester and Leicestershire

Arnesby and Villages to Foxton and Market Harborough
Serving Arnesby, Shearsby, Mowsley, Laughton,
Gumley and Foxton / Foxton Locks

Murphys Taxis - 01858 410 210

Willesley Estate to Ashby, Market Street

iCars Ltd - 01530 262 626

Ashby Magna, Willoughby Waterleys and Peatling
Magna to Leicester

Pinnacle Taxis - 01455 554 368

The Barroon and Stonehill estate areas to Castle
Donington

Paul S. Winson - 01509 230 499

Barton in the Beans, Carlton, Nailstone and Market
Bosworth residents west of Springfield Avenue to The
Square, Market Bosworth

Coalville Cabs - 01530 833 800

Batram to Coalville

Coalville Cabs - 01530 833 800

Branston and Eaton to Grantham

A.B.M Taxis - 01664 561 016



Branton, Goadby Marwood, Chadwell and Wycomb

Elaine's Taxis - 0116 305 0002

Carlton Curlieu, Burton Overy, Wistow and Newton
Harcourt

M & E Taxis - 01858 446 570

Chilcote, Normanton le Heath, Stretton en le Field and
Odstone to Coalville and Ashby

Ashby Carriages - 01530 274 013

Cold Overton and Knossington to Melton Mowbray and
Oakham

Elaine's Taxis - 01664 656 565

Cosby and Littlethorpe to Narborough

Premier Cars - 0116 220 1003

Cotesbach to Lutterworth

Pinnacle Taxis - 0116 220 1003

Dadlington

Highfields Taxis - 0116 262 4004

Donisthorpe to Swadlincote and Ashby-de-la-zouch

Safe Cars - 01283 299 100

Gaddesby, Ratcliffe on the Wreake, Thrussington, Hoby,
Frisby on the Wreake to Syston and Melton Mowbray

Premier Taxis Leicester -

07976 245 198

Glen Parva to Blaby

Premier Cars - 0116 220 1003

Great Easton, Drayton and Medbourne to Market
Harborough

Murphys Taxis - 01858 410 210

Gumley, Laughton, Mowsley, Shearsby and Arnesby

Karl's Kars - 07815 044 068

Hallaton and villages to Market Harborough

Murphys Taxis - 01858 410 210



Harby, Plungar and Stathern to Cropwell Bishop Surgery

Belvoir Private Hire - 01949 81666

Heather to Ibstock and Coalville

Coalville Cabs - 01530 833 800

Hemington and Lockington to Castle Donington, Long Eaton, Kegworth and Loughborough

Paul S. Winson - 01509 230 499

Illston-on-the-Hill to Kibworth

M & E Taxis - 01858 446 570

Kirby Grange and Botcheston to Leicester and Glenfield Co-op

Agency Taxis - 0116 287 8786

Kirby Muxloe and Leicester Forest East to Leicester

Kirby Taxis - 0116 287 8786

Kirkby Mallory and Peckleton to Hinckley, Earl Shilton, Leicester, Fosse Park, and Beaumont Leys

Earl Shilton and Hinckley service operated by

MI Taxi's - 02476 381 111

Leicester, Fosse Park and Beaumont Leys service

Club Taxis - 0116 305 0002

Loughborough, Bottleacre Lane to Baxter Gate

ADT Taxis - 0116 255 5222

South West Measham to Ashby-de-la-Zouch and Coalville

Ashby service

Ashby Carriages - 01530 274 013

Medbourne and villages to Billesdon and Leicester City Centre

M & E Taxis - 01858 446570

Moira to Ashby-de-la-Zouch

A1 Taxis Ashby - 01530 413535



NovusFlex, New Lubbethorpe, Fosse Park,
Narborough,
Braunstone, Leicester city centre and Leicester Royal
Infirmary.

Vectare - 0115 777 3187

Normanton to Newark, Long Bennington and Great
Gonerby

CallConnect Service - 0845 234 3344

Norton-Juxta-Twycross, Sheepy Parva, Sibson, Ratcliffe
Culey and Atterton to Atherstone

Triple A Taxis - 01827 713 637

Peatling Parva and villages to Lutterworth

Murphy's Taxis - 01455 559 000

Queniborough to Melton Mowbray, Loughborough and
Syston

Carl's Private Hire - 01509 814 591

Shackerstone to Congerstone

Ashby Carriages - 01530 274 013

Shackerstone, Congerstone, Bilstone and Carlton to
Market Bosworth

Ashby Carriages - 01530 274 013

Shawell, Catthorpe and Swinford to Lutterworth and
Rugby

Pinnacle Private Hire - 01455 554 368

Stoughton to Evington, Leicester General Hospital and
Leicester

ABC Taxis - 0116 255 5111

Tilton-on-the-Hill and villages to Leicester City Centre

ADT Taxis - 0116 255 5222

Wellsborough to Market Bosworth and Nuneaton

Ashby Carriages - 01530 274 013

Whitwick (East) to Coalville

Coalville Cabs - 01530 833 800

Wilson to Melbourne, Castle Donington and Long Eaton

Drive 4 it Taxis - 01509 827 044

Travelling by train

Leicester and several of the County towns and villages are served by train services. The trains that operate in Leicester and Leicestershire are either operated by Cross Country Trains or East Midlands Railway. Cross Country Trains operates services

east-west across the City and County, providing direct links to locations outside of Leicestershire such as Birmingham, Peterborough, Cambridge, and Stansted Airport. East Midlands Railway operate services north-south across the City and County, providing direct links to locations outside of Leicestershire such as London, Nottingham, Derby, and Sheffield.

Within Leicestershire you can make some local journeys by train. In some instances, to travel between these locations, a change of train may be required. If this is necessary, this would typically be in Leicester.

Longer distance journeys by train across the UK are possible by changing trains. The details of all the places served by train can be found via National Rail.

Rail service providers

East Midlands Railway

Offering regular services between London St. Pancras, the East Midlands and Yorkshire, serving Market Harborough, Leicester and Loughborough.

They also run local stopping services between Leicester and Lincoln, via Syston, Sileby, Barrow-upon-Soar and Loughborough, as well as between Nottingham and Skegness, calling at Bottesford.



Website: www.eastmidlandsrailway.co.uk

Telephone: 03457 125 678

App: Search EMR in the Apple App Store or Google Play Store. You can view live train updates and purchase train tickets using the app.

Twitter (service updates):

www.twitter.com/eastmidsrailway

Facebook (service updates):

www.facebook.com/EastMidlandsRailway

Cross Country Trains

Cross Country Trains run services between Birmingham New Street and Leicester, via Hinckley, Narborough and South Wigston, and between Birmingham New Street and Stansted Airport, via Leicester and Melton Mowbray.

Website: www.crosscountrytrains.co.uk

This website contains an Accessibility Menu where you can choose from a screen reader, bigger text, and more.

Telephone: 03447 369 123

App: Search CrossCountry Train Tickets in the Apple App Store or Google Play Store. You can view live train times, up to date travel information and platform information using the app.

Twitter (service updates):

www.twitter.com/crosscountryuk

Facebook (service updates):

www.facebook.com/CrossCountrytrains/

Rail fares, tickets and live updates

To plan your journey, look up fares, live departures, arrivals and station information, visit

www.nationalrail.co.uk or call **03457 48 49 50**

For information on train and bus times combined, visit:

www.traveline.info

www.google.co.uk/maps

Passenger assistance

Passenger Assist allows you to request assistance booking on your train journey.

Passenger Assist includes:

- offering a helping hand to navigate the station
- support when boarding the train meeting you from your train and taking you to your next train or the exit
- arranging a ramp on or off your train
- assistance relating to a non-visible impairment
- carrying your bag(s) – up to three items of luggage as per the National Rail Conditions of travel

The train company you are travelling with will organise assistance for your entire journey, even if you travel with another train company as part of your journey. If you have booked passenger assistance for a train journey, and the train journey is replaced with a bus service, your passenger assistance will still apply.

How to request Passenger Assist

Telephone: 08000 223 720

Text: 60083

Textphone/minicom: 0845 60 50 600

App: Passenger Assistance by Transreport. The app is available on iOS and Android mobile devices and can be downloaded to your phone by visiting the App Store (Apple/iOS devices)

To find out more about Passenger Assist visit:

www.nationalrail.co.uk/stations_destinations/passenger-assist.aspx

Train stations and taxi ranks

The train stations in Leicester and Leicestershire are:

Train Station	Taxi Rank	Staffed
East Midlands Parkway	No	Yes - help point, information point, ticket office
Loughborough	No	Yes - help point, information point, ticket office
Barrow-upon-Soar	No	Yes - help point, information point, ticket office
Sileby	No	No
Syston	No	No
Leicester	Yes	Yes - help point, information point, ticket office
Market Harborough	Yes	Yes - ticket office
Oakham	No	Yes - help point, information point, ticket point

Melton Mowbray	No	Yes - help point, information point, ticket point
South Wigston	No	No
Narborough	No	Yes - information point, ticket office
Hinckley	No	Yes - information point, ticket office

Some train journeys may require request stops. To plan your journey and find out where these are required call National Rail on **03457 48 49 50**.

For full station information, including facilities, accessibility and more visit:

www.nationalrail.co.uk/stations_destinations/default.aspx

Overview of train network

To view the National Rail Network Map showing main routes and stations visit:

www.nationalrail.co.uk/stations_destinations/rail-maps.aspx

To view the National Rail Accessibility Map showing the accessibility and features for all National Rail served stations visit: **www.accessmap.nationalrail.co.uk**

Travelling by taxi

There are a range of taxi services based in Leicester and Leicestershire.

Taxi ranks at bus and rail stations

There is no single place to find details of all the providers.

Booking and paying for a taxi and private hire car can happen in the following ways:

On street: In a few locations in Leicester and in Leicestershire, there are taxi ranks e.g. major train stations. Here you can walk up to where taxis are parked and request a journey destination. Payment would often be made at the end of your journey based on the charge on the meter.

By phone: You can book a private hire car by phone. You will find local companies listed on the internet and yellow pages. Payment is normally made when the journey is completed (often by cash).

By app: For the City and many parts of the County, you can book a private hire vehicle via an app. Uber is the most popular. With an app you book your hire and make payment at the same time. The app will provide you with confirmation of the booking.

Travelling by walking

Walking routes

Many local, regional and national trails have been devised over the years by local authorities and walking organisations, promoting the public rights of way network. Choose How You Move have a large selection of free walking guides for you to download; ideal for exploring your local area or discovering somewhere new!

Free hard copies of some walks can be requested by emailing

choosehowyoumove@leics.gov.uk stating your name, address and the leaflet(s) you would like. To view the full list of walks, visit

www.choosehowyoumove.co.uk/walk

Walking groups

There are a whole host of friendly walking groups to join across Leicester and Leicestershire, suitable for all abilities and age groups, unless otherwise specified. Most groups offer a choice of walks on different days, of different lengths.

Short group walks in Leicester

Live Well Walk More provide health walks aimed at people who currently do little or no exercise, and for those who enjoy a short social walk to keep active. The focus is on improving physical and mental health, reducing social isolation and on general wellbeing. To find out locations, event dates and to book your place, contact the Live Well team on **0116 454 4000** or email **livewell@leicester.gov.uk**

Walk Leicester Discovery Walks provide an opportunity to explore the city on foot and discover the city's many great places to walk. Leicester City Council provide short group Discovery Walks in the city of up to 90 minutes which are suitable for most abilities and led by friendly Walk Leaders. Walks include city streets, parks and green spaces, waterways and residential areas. To find out locations, event dates and to book your place, call **0116 373 7589**. To find out more information visit:

www.choosehowyoumove.co.uk/leicester-city-council-groupwalks/

5. Summary of contacts

Arriva

www.arrivabus.co.uk

0344 800 44 11

FirstBus

www.firstbus.co.uk

0345 646 0707

Centrebus

www.centrebus.info

0844 351 1120

help@centrebus.co.uk

Cross Country Trains

www.crosscountrytrains.co.uk

03447 369 123

East Midlands Railway

www.eastmidlandsrailway.co.uk

03457 125 678

Flixbus

www.flixbus.co.uk

Kinchbus

www.kinchbus.co.uk

01509 815637

talk@kinchbus.co.uk

Leicester City Council

www.leicester.gov.uk

0116 305 0002

Leicestershire County Council

www.leicestershire.gov.uk

0116 232 3232

Megabus

uk.megabus.com

enquiries@megabus.com

National Express

www.nationalexpress.com/en

03717 818181

National Rail

www.nationalrail.co.uk

0800 022 3720

Stagecoach

www.stagecoachbus.com

0345 241 8000

Traveline

www.traveline.info

0871 200 22 33

Vectare

www.vectare.co.uk

0115 777 3035

contact@vectare.co.uk

Vista

www.vistablind.org.uk

0116 249 8839